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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/828,904	04/10/2001	Sunil H. Contractor	BS00-363	7194

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EXAMINER

PHAM, THOMAS K

ART UNIT	PAPER NUMBER
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2121

DATE MAILED: 03/15/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/828,904

Applicant(s)

CONTRACTOR, SUNIL H.

Examiner

Thomas K Pham

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 28 December 2004.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-24, 26-51 and 53-55 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-24, 26-51 and 53-55 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____

Response to Amendment

1. This action is in response to request for re-consideration filed on 12/28/2004.
2. Applicant's amendment, necessitated the new ground(s) of rejection presented in this Office action.

Quotations of U.S. Code Title 35

1. The following is a quotation of the first paragraph of 35 U.S.C. 112:

The specification shall contain a written description of the invention, and of the manner and process of making and using it, in such full, clear, concise, and exact terms as to enable any person skilled in the art to which it pertains, or with which it is most nearly connected, to make and use the same and shall set forth the best mode contemplated by the inventor of carrying out his invention.

2. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

3. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claim Rejections - 35 USC § 103

5. Claims 1-24, 26-51 and 53-55 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent No. 6,272,126 ("Strauss") in view of U.S. Patent No. 6,131,121 ("Mattaway").

Regarding claims 1 and 30

Strauss teaches contacting a user, comprising: receiving online session data (col. 7 lines 1-10, "The local ISP is supplied ... destination telephone number"); processing the online session data to identify users to call (col. 8 lines 26-29, "The numbers shown in the ... dial to reach the server"); and calling the users (col. 7 lines 11-17, "The destination computer ... on the other of its lines" [calling the users at the destination computer]). Strauss does not teach contacting users who have recently ended their online sessions. However, Mattaway teaches detecting users who are currently online or recently ended their online sessions (col. 7 lines 25-42, "The first processing unit 12 ... to the first user") for the purpose of enable caller(s) to establish direct communication with the users. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to incorporate the detecting method of Mattaway with the system of Strauss because it would provide for the purpose of enable caller(s) to establish direct communication with the users.

Regarding claim 2

Mattaway teaches the online session data identifies a user that has completed an Internet session. (col. 11 lines 62-66, "If connection server 26 ... a "Callee Off-Line" message").

Regarding claims 3, 15, 19, 38 and 53

Strauss teaches the online session data includes a phone number (col. 9 lines 33-34, "The PC Server A ... the caller's number").

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Regarding claims 4 and 16

Strauss teaches the online session data includes a phone number and an address (col. 9 lines 49-55, "The originating PC Server ... the destination ISP 144").

Regarding claims 5, 6, 17, 28, 36 and 47

Mattaway teaches a determination of the time and the time interval since an Internet session was completed (col. 12 lines 9-16).

Regarding claims 7 and 37

Strauss teaches comparing the session data to data of failed calls (col. 10 lines 3-8, "If the line 138 is busy ... to the originating ISP 110").

Regarding claims 8, 20 and 23

Strauss teaches the failed calls comprise one or more of busy calls or unanswered calls (col. 12 lines 63-66, "If the called party fails ... to its ISP Server 416").

Regarding claims 9, 11 and 12

Strauss and Mattaway do not teach a third party other than the ISP and other than the user receives the session data; the third party is a telemarketer. "Official Notice" is taken for both the concepts and advantages of ISP providing subscribers' phone numbers and other information to a telemarketer is well known and expected in the art. A news report "Harried America Online Customers Now Face Calls by Telemarketers" by Boston Globe on July 24, 1997 said that ISP like AOL is providing member telephone numbers to telemarketer.

Regarding claims 10 and 40

Strauss teaches identifying users to a caller, comprising storing a record of the online session (col. 9 lines 33-42, "page map 136 contains ... the other type files"); and transmitting the record

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to a caller (col. 9 lines 53-55, "This datagram is delivered ... to the destination ISP 144"). Strauss does not teach detecting a user who have recently ended an online session. However, Mattaway teaches detecting a user who is currently online or recently ended an online session (col. 7 lines 25-42, "The first processing unit 12 ... to the first user") for the purpose of enable a caller to establish direct communication with the user. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to incorporate the detecting method of Mattaway with the system of Strauss because it would provide for the purpose of enable a caller to establish direct communication with the user.

Regarding claim 13

Strauss teaches transmitting is performed in substantially real time relative to the step of storing (col. 9 lines 56-60, "The destination ISP 144 ... in the destination PC Server B").

Regarding claim 14

Strauss and Mattaway do not teach the transmitting is performed within fifteen minutes. However, Strauss teaches returning a busy signal if the line is busy (col. 10 lines 1-13, "The destination central office 130 ... the busy condition on the called line") for the purpose of notifying the user of a busy condition on the line. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention for the transmission of record is performed almost immediately (much less than 15 minutes) after the user initiated the call including notifying the user of a busy condition on the line as well known in the art.

Regarding claims 18 and 45

Strauss teaches contacting users, comprising: placing calls to users (col. 11 lines 55-58, "A caller at the originating ... with a directory number"); storing call details for calls not successfully

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completed (col. 12 lines 42-49, "If the line 438 is busy ... to the originating Voice Server 418"); comparing the call details to online session data (col. 12 lines 49-52, "The originating Voice Server ... busy condition on the called line"); and repeating phone calls to users based on the step of comparing (col. 12 lines 52-54, "the voice prompt to ... a designated key"). Strauss does not teach detecting users who have recently ended an online session. However, Mattaway teaches detecting users who are currently online or recently ended an online session (col. 7 lines 25-42, "The first processing unit 12 ... to the first user") for the purpose of enable a caller to establish direct communication with the users. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to incorporate the detecting method of Mattaway with the system of Strauss because it would provide for the purpose of enable a caller to establish direct communication with the users.

Regarding claim 21

Strauss teaches receiving the call details from a telephone service provider (col. 8 lines 7-14, "the PC Server A is ... of the calling party").

Regarding claim 22

Strauss teaches the telephone service provider stores the call details based on a trigger at a Service Switching Point (SSP) (col. 8 lines 35-45, "Each customer of the ... carrier network in New Orleans").

Regarding claim 24

Strauss teaches the online session data is provided by an Internet Service Provider (ISP) (col. 7 lines 1-7, "The local ISP is ... the destination service provider").

Regarding claims 26, 42 and 48

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Strauss teaches the online session data includes a phone number (col. 9 lines 33-34, "The PC Server A ... the caller's number") and Mattaway teaches the end time of an online session (col. 7 lines 25-42, "The first processing unit 12 ... to the first user").

Regarding claim 27

Strauss teaches comparing phone numbers in the call details to phone numbers in the online session data (col. 12 lines 49-52, "The originating Voice Server ... busy condition on the called line").

Regarding claims 29 and 39

Strauss does not teach the step of repeating phone calls to users is automated. "Official Notice is taken for the concept and advantage of automatically redial/dial phone calls is well known and expected in the art. U.S. Patent 6,438,599 discloses the telephone initiator can be done automatically by a computer software (see col. 5 lines 42-45).

Regarding claim 31

Strauss teaches the means for receiving online session data comprises means for communicating with an Internet Service Provider (ISP) (col. 7 lines 1-7, "The local ISP is ... the destination service provider").

Regarding claims 32-35 and 43

Strauss does not teach communicating comprises access to e-mail, a Web site, a facsimile or a direction connection for receiving a file containing the online session data. "Official Notice" is taken for both the concepts and advantages of ISP providing subscribers' online session data via a Web site or providing in form of a file is well known and expected in the art. A news report "Harried America Online Customers Now Face Calls by Telemarketers" by Boston Globe on

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July 24, 1997 said that AOL is partnering with a Connecticut-based marketing firm (CUC) to sell products through a Web site shopping mall and also providing CUC files of member phone numbers for use in marketing effort.

Regarding claim 41

Mattaway teaches detecting comprises a remote access server (fig. 1, element 26).

Regarding claim 44

Strauss and Mattaway do not teach the system is located at an ISP and the caller is a telemarketer. "Official Notice" is taken for both the concepts and advantages of ISP providing subscribers' phone numbers and other information to a telemarketer is well known and expected in the art. A news report "Harried America Online Customers Now Face Calls by Telemarketers" by Boston Globe on July 24, 1997 said that ISP like AOL is providing member telephone numbers to telemarketer.

Regarding claim 46

Strauss teaches comparing comprises a computer adapted to compare phone numbers in the call details to phone numbers in the online session data (col. 12 lines 49-52, "The originating Voice Server ... busy condition on the called line").

Regarding claim 49

Strauss teaches the call details include whether a call was busy or unanswered (col. 12 lines 63-66, "If the called party fails ... to its ISP Server 416").

Regarding claim 50

Strauss and Mattaway do not teach comparing the time interval to a threshold to determine whether a specific user is targeted for a repeat call. "Official Notice is take for the concept and

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advantage of automatically redial/dial phone calls is well known and expected in the art. U.S. Patent 6,438,599 discloses the telephone initiator can be done automatically by a computer software (see col. 5 lines 42-45).

Regarding claim 51

Strauss teaches a system for identifying users to call, comprising: an output module for sending the online session data to a third party caller (col. 9 lines 53-55, "This datagram is delivered ... to the destination ISP 144"). Strauss does not teach a remote access server for determining when an online session of a user has ended for the third party caller to place a call; a memory for storing online session data including data sufficient to identify the time the online session of the user ended; and detecting users who have recently ended an online session. However, Mattaway teaches a remote access server for determining when an online session of a user has ended (fig. 1, element 26); a memory for storing online session data including data sufficient to identify the time the online session ended (col. 7 lines 30-37); and detecting users who are currently online or recently ended an online session (col. 7 lines 25-42, "The first processing unit 12 ... to the first user") for the purpose of enable a caller to establish direct communication with the users. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to incorporate the detecting method of Mattaway with the system of Strauss because it would provide for the purpose of enable a caller to establish direct communication with the users. Furthermore, "Official Notice" is taken for both the concepts and advantages of ISP providing subscribers' phone numbers a third party (telemarketer) for the third party caller to place a call to the subscribers is well known and expected in the art. A news report "Harried America Online Customers Now Face Calls by Telemarketers" by Boston Globe on July 24,

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1997 said that ISP like AOL is providing member telephone numbers to telemarketer for the purpose calling the subscribers to promote advertisement.

Regarding claim 54

Strauss teaches the online session data includes a name (col. 8 lines 26-31, "The numbers shown ... in the distal city").

Regarding claim 55

Strauss teaches the online session data includes an address (col. 9 lines 49-55, "The originating PC Server ... the destination ISP 144").

Response to Arguments

3. Applicant's arguments with respect to claims 1-24, 26-51 and 53-55 have been considered but are moot in view of the new ground(s) of rejection.

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Conclusion

4. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than **SIX MONTHS** from the date of this final action.


Any inquiry concerning this communication or earlier communications from the examiner should be directed to examiner *Thomas Pham*; whose telephone number is (571) 272-3689, Monday to Thursday from 6:30 AM - 5:00 PM EST or contact Supervisor *Mr. Anthony Knight* at (571) 272-3687.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Thomas Pham
Patent Examiner

TP

March 10, 2005


Anthony Knight
Supervisor, Patent Examiner
Group 3600